

In the claims:

1-14. (Canceled)

15. (Previously presented) In a communication system with multiple modes of communication, a user support system, comprising:

an interface for accepting information from outside users and for presenting information to the users; and

an information software configured to a specific user;

wherein, upon a contact from the specific user, the information software presents to the user an interface automatically updated with available information according to user interaction and/or request.

16. (Previously presented) The system of claim 15 wherein the information software is accessible and programmable by a worker connected by a computerized workstation to the multimedia system.

17. (Previously presented) The system of claim 15 wherein media available for information exchange includes one or more of WEB interface, e-mail, interactive voice response, facsimile reception, and downloading of video documents.

18. (Previously presented) The system of claim 15 wherein the specific user may select a media type, initiating a call back in the media selected.

19. (Previously presented) The system of claim 18 wherein, by selecting connection-oriented switched-telephony (COST) or IP telephony, the system places a call by an Interactive Voice Response (IVR) unit to the specific user through a telephone number or IP address for the user, and the IVR then interacts with the user to provide specific help to the user.

20. (Previously presented) The system of claim 15 further comprising an ordering function tailored to the specific user, the ordering function providing an ordering interface for parts and services.

21. (Previously presented) The system of claim 15 wherein the information software comprises a reporting function, and the reporting function monitors user activity and makes that activity available to an enterprise agent.

22. (Previously presented) A method for providing user support in a multimedia system, comprising steps of:

- (a) accepting information from a specific user through an interface; and
- (b) presenting to the specific user by an information software configured to the specific user an interface automatically updated with available information according to user interaction and/or request.

23. (Previously presented) The method of claim 22 wherein the information software is accessible and programmable by a worker connected by a computerized workstation to the multimedia system.

24. (Previously presented) The method of claim 22 wherein media available for information exchange includes one or more of WEB interface, e-mail, interactive voice response, facsimile reception, and downloading of video documents.

25. (Previously presented) The method of claim 22 wherein the specific user may select a media type, initiating a call back in the media selected.

26. (Previously presented) The method of claim 25 wherein, by selecting connection-oriented switched-telephony (COST) or IP telephony, the system places a call by an

Interactive Voice Response (IVR) unit to the specific user through a telephone number or IP address for the user, and the IVR then interacts with the user to provide specific help to the user.

27. (Previously presented) The method of claim 22 further comprising a step for presenting an ordering function tailored to the specific user, the ordering function providing an ordering interface for parts and services.

28. (Previously presented) The method of claim 22 wherein the information software comprises a reporting function, and the reporting function monitors user activity and makes that activity available to an enterprise agent.